

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received</p> <p>31-AUG-2017</p> <p>OCT 25 2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11020765</p>	
<p>Name</p> <p>Address</p> <p>City CRESWELL State OR Zip Code</p>		<p>Daytime Telephone Number</p> <p>Evening Telephone Number</p>		<p>E-mail Address</p>	
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>WDDHF9HB2F</p>		<p>Make</p> <p>MERCEDES BENZ</p>		<p>Model</p> <p>E250</p>	
<p>Model Year</p> <p>2015</p>		<p>Date Purchased</p> <p>3-31-15</p>		<p>Dealer's Name and Telephone Number</p> <p>BRIAN COLE 541-687-8888</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>		<p>Dealer's City</p> <p>EUGENE</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>4 Diesel</p>	
<p>State</p> <p>OR</p>		<p>Zip Code</p> <p>97401</p>		<p>Incident Date(s)</p> <p>17-JUL-2017</p>	
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>		<p>Multiple Failure:</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM</p> <p>BRAKES, ALSO LOCKED</p>				<p>Failure Mileage</p> <p>18000</p>	
<p>Failure Speed</p> <p>4</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p> <p>NONE</p>	
				<p>Number of Deaths</p> <p>0</p>	
				<p>Reported to Police</p> <p>NO</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2015 MERCEDES-BENZ E250. WHILE DRIVING 4 MPH, THE STEERING WHEEL SEIZED AS THE CONTACT ATTEMPTED TO STEER THE VEHICLE TO THE LEFT. THE CONTACT STATED THAT THE BRAKES DISENGAGED SIMULTANEOUSLY AND WAS UNABLE TO BE DEPRESSED. THE VEHICLE WAS TAKEN TO THE DEALER (MERCEDES-BENZ OF EUGENE, OREGON, LOCATED AT 2200 MARTIN LUTHER KING JR BLVD, 97401 (541) 687-8888), BUT THE DEALER COULD NOT DUPLICATE THE FAILURE. IN ADDITION, THE DEALER STATED THAT THE BATTERY WAS WEAK. THE BATTERY WAS REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND OFFERED TO EVALUATE THE VEHICLE OVER A FOUR WEEK PERIOD. THE FAILURE MILEAGE WAS APPROXIMATELY 18,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

Mercedes W W 4 250 2015

Problem - The sudden loss of steering and brake control

I was backing out of a parking space with cars on each side . I was turning the steering wheel to the left , The steering wheel suddenly turned completely to the left. I was unable to stop the movement The steering wheel locked in place and I was unable to turn the steering wheel .

The brakes also locked and would not respond to my foot pressure . The car continued to turn to the left . I turned the key off and the car stopped. My car did not hit the cars on the left or right side. The above episode probably lasted less than 30 seconds.

I waited about 5 minutes , turned the key on and had no other problems .

I took the car to the Mercedes dealer in Eugene. See the attached work report. They discovered that the car failed a medtronic test and they replaced the Battery . The car has always been a good car with no problems until the above happened. I do not believe that a working battery with no symptoms could suddenly fail and then recover and starts working again after about 5 minutes with the key turned off.

The above problem occurred with with no warning . If the above diagnosis is correct , how will I know when the problem is going to happen again There was no warning . What could happen to me are some one else when driving down a road at 60 miles per hour and the problem happens again.

I no longer feel comfortable with this car . My first reflex was to trade the car in. After further consideration, I would not sale this car to someone else .I feel that this car is not safe should not be sold to any one and be returned to the company for further evaluation.

[REDACTED]
[REDACTED]
Creswell, Oregon [REDACTED]

8/31/17

Bryan Cole , a service advisor at our dealership ,gave me a phone number for MBZ CAC
1-800-367-6372

I called and talked with a person who did not feel this problem would need immediate help or further evaluation at this this time .He said , they would do a review , that will take one month or longer. I requested a loaner car to use during their evaluation, he refused. I explained my concerns about driving the car. He refused any thing other than their evaluation " take it or leave it ". I initially refused his offer and later realized that I had no better option , called him back and accepted his plan.

I was unhappy with his advice and contacted the National Transportation Safety Board for their advice.

Trade in ,is not a good option . It still leaves a car without a clear reason for the problem and could put someone else at risk.

Internet search regarding steering problems with Mercedes cars .

I understand that internet information may be unreliable but still needs to be considered.

#1 loss of electric steering . 70 cars recalled

#2 Timing chain problems July 2015

#3 Loss of power steering

#4 Part of the steering column disengage due to a steering component not installed correctly

#5 Problem with hydraulic steering system "I could not turn the steering wheel "

Problem # 5 is similar to the problem with my car.

Sudden onset of Non functioning brakes ,with a steering wheel that suddenly turned to the left and locked.

[REDACTED]

[REDACTED] Creswell Oregon [REDACTED]

I am not available Monday or Wednesday

!

MERCEDES-BENZ OF EUGENE
2200 MARTIN LUTHER KING JR BLVD
EUGENE, OR

97401

TE ADDRESS OF BOTH THE DEALER AND PURCHASER
EARLY PRINTED ON THIS FORM. 119740

EXPECTED DELIVERY DATE 03/31/2015

TODAY'S DATE 03/31/2015

RES BUS	STOCK NO.
CITY CRESWELL	STATE OR

terms and conditions set forth below and on reverse side, Purchaser agrees to purchase from Dealer the vehicle described below (the try is to be made on the expected delivery date shown above or as soon thereafter as possible. HOWEVER, PURCHASER AGREES R THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

YEAR 2015	# CYL 4	MAKE MERCEDES	BODY TYPE SD	MODEL E250W4	VEHICLE IDENTIFICATION NUMBER WDDHF9HB2F8
	MILEAGE 16	LICENSE		SALES REPRESENTATIVE BROADBENT, JOHN R	

DESCRIPTION OF TRADE-IN		
TRADE-IN MAKE	BODY TYPE	MODEL
MERCEDES	SD	E350W

NO. WDDHF5GBXAA

TRADE-IN VEHICLE DISCLOSURE STATEMENT

CERTIFY, WARRANT AND DECLARE UNDER OATH OF PERJURY THAT THE FOLLOWING IS TRUE
INITIALS: _____

vehicle has not been involved in any collision or frame or chassis damage, and does not have any hidden defects of the frame or chassis;

title is otherwise free and clear of any and all encumbrances;

airbag(s) is/are intact and have not been repaired;

certificate of title for said vehicle does not state the vehicle is "REBUILT", "PREVIOUSLY SALVAGED", OR "LEMON";

above described vehicle has not been totaled by an insurance company or determined to have an emission non-conformity or serious safety defect as the result of a final determination, adjudication or settlement in any other state;

vehicle's emissions control equipment is intact, and that no part of the system has been removed or altered;

vehicle has not sustained fire or flood damage;

vehicle has not been repurchased by the dealer for any reason;

exceptions to these representations are:

I warrant that the Dealer is relying on the foregoing representations and that without such warranties, Dealer will not be purchasing the vehicle. I further warrant that a breach of any of the foregoing warranties entitles Dealer to rescind this agreement and to recover from me any damages sustained by Dealer as a result of said breach, including attorney's fees and costs.

PAYMENT PROTECTION WAIVER

WHAT DOES PAYMENT PROTECTION DO??

LIFE COVERAGE: If you die during the term of the loan, your loan is paid off, both the principal and interest, and the title to the car passes to your beneficiary. There is no continuation of payments while your estate is being settled. The car becomes an asset to your estate rather than a liability. Your private life insurance was not designed to pay off bills; don't depend on it to pay off your car loan.

DISABILITY: If you are out of work for a specified number of days due to sickness or injury, whether it occurs on the job or off the job, the insurance will pay retroactively to the first day that you missed work. It will make the complete payment for as long as the disability continues.

THIS COVERAGE IS INEXPENSIVE... Everyone pays the same low rate, regardless of your age. YOU ARE CHARGED ONLY FOR THE TIME THAT THE LOAN IS OPEN... Pay your account off early and the money comes back to you. THE PREMIUMS ARE INCLUDED WITH YOUR PAYMENT AND COST JUST PENNIES PER DAY.

I verify that the payment protection offered on the purchase of the above described property has been explained to me and I waive my right to this protection.

X _____ (INITIAL) PURCHASER DECLINES PAYMENT PROTECTION

SERVICE PROTECTION WAIVER

Purchaser acknowledges that Dealer has offered to sell to Purchaser extended service protection but that Purchaser has elected not to purchase that protection. Instead, Purchaser will purchase Vehicle AS IS. Except for the Manufacturer's warranty, if any, Purchaser will assume the entire cost of all necessary servicing or repair, AND PURCHASER WAIVES ALL RIGHTS TO THE EXTENDED SERVICE PROTECTION OFFERED, IF ANY.

X _____ (INITIAL) PURCHASER ACKNOWLEDGES RECEIPT OF ABOVE STATEMENT

EPA CERTIFICATE OF CONFORMITY

A WORD FROM YOUR DEALER ABOUT THE EMISSION CONTROL EQUIPMENT ON YOUR NEW AUTOMOBILE

If the vehicle described above is new, Dealer wants you to know that at the time of delivery:

- Based upon written notification furnished by the manufacturer, we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
- We have made a visual inspection limited to those emissions control devices or portions thereof which are visible without removal or adjustment of any component or system of the vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emissions control device" is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
- We have performed all emission control system preparation required by the manufacturer prior to the sale of the vehicle, as set forth in the current pre-delivery service manual provided by the manufacturer.
- Except as may be provided in Paragraph 5 below, if this vehicle fails an EPA-approved emission test prior to the expiration of three months or 4,000 miles (whichever occurs first) from the date of mileage at the time of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then the vehicle manufacturer shall remedy the nonconformity free of charge to the vehicle owner under the terms of the manufacturer's emission performance warranty.
- Check if the vehicle is a company car or demonstrator and complete the following:
The vehicle with which this statement is delivered was placed in service as a demonstrator or

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]
 [REDACTED]
 CRESWELL, OR

INVOICE



Mercedes-Benz

**Mercedes-Benz
OF EUGENE**

2200 Martin Luther King Jr. Blvd.
 Eugene, Oregon 97401
 Voice (541) 687-8888
 Fax (541) 344-6821
 www.mbeugene.com

PAGE 2

HOURS: Monday - Friday * 7:30 am - 5:30 pm

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 303 BRYAN COLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
149-WHT	15	MERCEDES-BENZ E250W4	WDDHF9HB2FB	[REDACTED]	18779/18781	T1113	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR15	DD17NOV14		17:00 17JUL17		140.00	CASH	17JUL17
R.O. OPENED	READY	OPTIONS:		SOLD-STK	DLR:		
17JUL17	17JUL17	ENG:65192432568826		TRN:AT 1)2 YEAR MERCEDES-BENZ	PREPAID MAINTANCE EXPIRES 06/29/18 OR 20 (More...)		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				456 W08	0.20		(N/C)
1	001-982-81-08			STARTER BATTERY			(N/C)
541126				REPLACE ON-BOARD ELECTRICAL SYSTEM BATTERY (AFTER CHECK)			
				456 W08	0.30		(N/C)
18781 BATTERY FAILED MIDTRONIC TEST DURING INSPECTION. CODE JQ7M0BS-D2XULF8. OLD BATTERY 000 982 21 08 45/14, NEW BATTERY 001 982 81 08 7/17. REMOVE OLD BATTERY, INSTALL NEW. NORMALIZE WINDOWS, AND SUNROOF, SET TIME.							

**Mercedes-Benz
OF EUGENE**

ON BEHALF OF SERVICING RETAILER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS	
(SIGNED) RETAILER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. I acknowledge receipt of repair order and contents have been explained to me.		LABOR AMOUNT	0.00		
				PARTS AMOUNT	0.00		
				GAS, OIL, LUBE	0.00		
				SUBLET AMOUNT	0.00		
				MISC. CHARGES	0.00		
				TOTAL CHARGES	0.00		
				LESS INSURANCE	0.00		
				SALES TAX	0.00		
				PLEASE PAY THIS AMOUNT	0.00		
		CLIENT SIGNATURE					

CUSTOMER COPY



Mercedes-Benz

Mercedes-Benz USA, LLC

IMPORTANT SAFETY RECALL 2015050005
This notice applies to your vehicle, WDDHF9HB2FB122048
Timing Chain Tensioner Gasket
NHTSA Recall # 15V 351

Gareth Joyce
Vice President
Customer Services

July, 2015

2015050005
WDDHF9HB2FB

Creswell OR

7/16/15
2:50

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in the timing chain tensioner gasket of Model Year 2015 ML 250 BlueTEC, GLK 250 BlueTEC and E 250 BlueTEC vehicles during a certain production period. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

The chain tensioner gasket on the 4-cylinder diesel engine may have experienced variations in material tolerances during a certain production period. Over time, this might lead to loosening of the chain tensioner, as well as an ineffective gasket seal for engine oil. As a consequence, leakage of engine oil onto the road might pose a threat to following traffic. Should the oil leakage reach a certain amount, the engine might stall. Oil leakage in the presence of an ignition source could also increase the risk of a potential fire. An authorized Mercedes-Benz dealer will replace the timing chain tensioner gasket.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately one and a half hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF EUGENE, 541-687-8888** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see www.MBUSA.com/dealerlocator. Please mention you are scheduling an appointment to replace your timing chain tensioner gasket under Recall Campaign # 2015050005. You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.MBUSA.com/recall.

If an authorized Mercedes-Benz dealer or MBUSA fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Mercedes, NJ 07646-0350
Phone: 1-800-FOR-MERCEDES (1-800-367-6372)
Fax: (201) 475-4211

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

CRESWELL, OR [REDACTED]

INVOICE



Mercedes-Benz

Mercedes-Benz OF EUGENE

2200 Martin Luther King Jr. Blvd.
Eugene, Oregon 97401
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Fax (541) 344-6821
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PAGE 1

HOME: [REDACTED] CONT: [REDACTED] HOURS: Monday - Friday * 7:30 am - 5:30 pm
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 445 JOSH MAJORS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
149-WHT	15	MERCEDES E250W4	WDDHF9HB2FF [REDACTED]	[REDACTED]	2473/2475	T232

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
31MAR15 DD			17:00 16JUL15		120.00	CASH	20JUL15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR	TRN:AT
16JUL15	20JUL15	YEARS MERCEDES BENZ PREPAID MAINTENANCE, ,EXPIRES 3/31/2015 OR 20K MI 2)MILES 3)5 YEAR INT (More...)			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A WORLD CLASS INSPECTION (\$45.00 VALUE)
 WCI WORLD CLASS INSPECTION (\$45.00 VALUE)
 428IMEMO 0.00 (N/C)

2473 PERFORMED WCI

B PERFORM CAMPAIGN 2015050005. TIMING CHAIN GASKET
 CAUSE: PERFORMED OPEN CHAIN TENSION GASKET CAMPAIGN
 029096 REPLACE SEALING RING ON CHAIN TENSIONER
 428 W08 1.10 (N/C)

2475 02-9096 1.10 PERFORMED CAMPAIGN AS OUTLINED

C CUSTOMER NEEDS SHUTTLE SERVICE
 RIDE CUSTOMER NEEDS SHUTTLE SERVICE
 999IMEMO 0.00 (N/C)

Mercedes-Benz OF EUGENE

1-800-467-5... (2)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ON BEHALF OF SERVICING RETAILER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. I acknowledge receipt of repair order and contents have been explained to me.

The New York Times

Wheels

The Nuts and Bolts of Whatever Moves You

Mercedes Recalls 85,000 Recent Cars for Steering Problem

By Christopher Jensen October 9, 2010 1:00 pm

Mercedes-Benz is recalling 85,000 of its 2010 and 2011 models because a steering problem could make the vehicles difficult to control.

The models are the 2010 C-Class and the 2010-11 E-Class, the automaker told the National Highway Traffic Safety Administration in a recent report.

Mercedes said a connection fitting on the high-pressure power steering line might not be tight enough, allowing power-steering fluid to leak.

As a result, the automaker reported, “Owners may not have sufficient control of the vehicle under circumstances such as parking where maximum power steering is required.” The company added that the problem “could lead to a vehicle crash.”

Mercedes said it learned of the problem from customer complaints. Its report to the safety agency did not say whether there had been any accidents. A Mercedes spokesman could not immediately be reached.

In its report to the safety administration, Mercedes described the recall as voluntary. But once an automaker identifies such a safety defect, the law gives it no option but to recall the vehicle.

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Mercedes-Benz Recalls Cars To Fix Power Steering Problems

Mercedes recalls over 28,000 cars that may lose electric power steering assist while driving.

By [John P. Healy](#), CarComplaints.com • Posted in [Recalls](#)

January 7, 2016 — Mercedes-Benz is recalling over 28,000 cars that may lose their power steering due to a software problem. Mercedes says the recalled cars are the 2015 C300 and C400 4matic sedans, built January 27, 2014, to December 1, 2014.



If the electric power steering assist completely shuts down, a driver can still steer the car but it will take more effort to do so. If the power steering goes out while traveling around a curve or at a slow speed, a driver will need to respond quickly to the changes in steering.

In November 2014, Mercedes-Benz and a supplier opened an investigation into two reports of customers losing power steering assist. In January 2015, the supplier said power steering was being lost because of software memory problems.

From February to June 2015, more investigations were conducted by using measuring equipment and software simulations to learn more about issues with software buffer memory. However, more investigation was needed until engineers finally determined the software buffer memory size might not be up to standards.

Mercedes says an owner would not only notice an increased effort to turn the steering wheel, but a red warning message will appear on the instrument cluster.

The recall will begin in January 2016, when Mercedes-Benz dealers will update the power steering software.

Owners of the 2015 C300 and C400 4matic sedans may contact Mercedes customer service at

More News:



[Bosch Announces New Diesel Engines](#)



[Volkswagen Beetle: A New Look](#)



[2016 Engines: A New Look](#)



[2016 Dashboard: A New Look](#)



[Dutch Presenters Investigate Road Block](#)



[Dutch Presenters Investigate Road Block](#)

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CUSTOMER #:

UNIT#

* INVOICE *



Mercedes-Benz OF EUGENE

2200 Martin Luther King Jr. Blvd. Eugene, Oregon 97401 Voice (541) 687-8888 Fax (541) 344-6821 www.mbeugene.com

Mercedes-Benz

PAGE 1

HOURS: Monday - Friday * 7:30 am - 5:30 pm

SERVICE ADVISOR: 303 BRYAN COLE

149-WHI	15	MERCEDES-BENZ E250W4	WDDHF9HB2FE			18779/18781	T1113
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PS-NO	RATE	PAYMENT	INV. DATE
31MAR15	DD17NOV14		17:00 17JUL17		140.00	CASH	17JUL17
R.O. OPENED		READY	OPTIONS:	SOLD-STK	DLR		
17JUL17		17JUL17	ENG:65192432568826 TRN:AT 1)2 YEAR MERCEDES-BENZ PREPAID MAINTANCE EXPIRES 06/29/18 OR 20 (More...)				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CALLING WILL BE THE BEST WAY TO COMMUNICATE TODAY
CALL CALLING WILL BE THE BEST WAY TO COMMUNICATE TODAY.

999IMEMO 0.00

(N/C)

B GUEST STATES WHEN BACKING UP ,AND TURNING THE STEERING LOCKED UP ,WAS UNABLE TO TURN WHEEL,,CYCLED KEY VEHICLE RESET ,THIS HAPPENED ONE TIME ,CHECK AND ADVISE

000 GUEST STATES WHEN BACKING UP ,AND TURNING THE STEERING LOCKED UP ,WAS UNABLE TO TURN WHEEL,,CYCLED KEY VEHICLE RESET ,THIS HAPPENED ONE TIME ,CHECK AND ADVISE

456IMEMO 0.00

(N/C)

18781 COULD NOT VERIFY CONCERN. TEST DROVE VEHICLE FORWARD AND REAR. NO PROBLEM FOUND. CONNECT BATTERY CHARGER/ SDS. PERFORM QUICK TEST. NO RELATED FAULTS OR EVENTS IN ES. RACK VEHICLE AND INSPECT CONNECTOR AT STEERING, NOT LOOSE OR CORRODED. CHECK TIPS AND PTSS CASES, NONE RELATED.

Brake would not stop the car B1057 up

2. add - Check Timin chain - check power steering 350 0.00 0.00/see Tech

C SHUTTLE SERVICE WILL BE NEEDED
RIDE SHUTTLE SERVICE WILL BE NEEDED

999IMEMO 0.00

(N/C)

D WORLD CLASS MULTI-POINT VEHICLE INSPECTION
WCI WORLD CLASS MULTI-POINT VEHICLE INSPECTION

456 C90 0.00

0.00 0.00/see Tech

18781 PERFORM MULTI-POINT INSPECTION.

E** FOUND DURING SERVICE INSPECTION BATTERY FAILED MIDTRONICS TEST
REPLACE

CAUSE: REPLACED WEAK/FAILED BATTERY.

541109 CONDITION OF BATTERY CHECK TERMINAL STAMP:

..... BATT. PART NO.: TEST
CODE:

- loss of power steering at low speeds epura steering components (the simple not 2 make)



Mercedes-Benz

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STATEMENT OF DISCLAIMER

' warranty constitutes all' of the with respect to the safe of this The Seller hereby expressly all warranties either express or cluding any implied warranty of lity or fitness for a particular iller neither assumes nor authorizes arson to assume for it any liability in with the sale of this item/items. I e receipt of repair order and contents explained to me.

ATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	all the cost
PARTS AMOUNT	2 hours "
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Bryan Cole -> Prepaid maintenance 6/29/18
CUSTOMER COPY